



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Medical Travel Officer	
Position Number(s)	Community	Division/Region(s)
17-11337	Yellowknife	Medical Travel/Stanton

## PURPOSE OF THE POSITION

This position is responsible for responding to the 24-hour phone line for emergency medical evacuations (medevacs) and scheduled patients medical travel requests during normal government business hours. The incumbent is responsible for coordinating, tracking and recording the movements of all patients and escorts who arrive in or leave Yellowknife for medical attention. The incumbent delivers medical travel benefits to residents of NWT and the Kitikmeot Region of Nunavut.

The incumbent must interpret the benefit entitlements for each patient and escort according to the Government of Northwest Territories (GNWT) Medical Travel Policy and numerous related policies, directives and acts. The incumbent's decisions and recommendations affect the way the Medical Travel program is delivered which impact patients and escorts directly but can also impact various other parties such as health professionals, patient families, health facility services, contractors, and vendors on a daily basis.

## SCOPE

This position is located in Yellowknife and reports to the Supervisor of Medical Travel. The incumbent is responsible for the interpretation of medical travel benefit entitlements for all patients and escorts that arrive, stay and depart Yellowknife. He/she must communicate and explain these benefits to their clients and other interested and inquiring parties such health professionals, service providers, etc. while maintaining strict patient confidentiality.

The incumbent initiates the medical travel documents, dispatches and is responsible for the tracking and recording of all emergency medical evacuations from various communities in the

Northwest Territories and Nunavut arriving in Yellowknife or for those departing for points south. Emergency evacuations processed can range from 60-65 per month and are in excess of 750 annually. These documents serve as the official documents utilized in any medical investigation if required.

The incumbent receives and processes all notices for patients and escorts arriving in Yellowknife from all communities in the NWT and the Kitikmeot region of Nunavut and ensures all ground transportation and accommodation arrangements are made prior to their arrival. He/she coordinates any travel required beyond Yellowknife and arranges for the traveler (s) return to their home community from Yellowknife. He/she initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of Yellowknife and catchments area. The number of referrals processed per month is in excess of 950 for the NWT and exceeds 150 for Nunavut. Each referral generates 3-8 phone calls, faxes or inquiries.

The Medical Travel Officer is responsible for the timely processing of patient and vendor travel documents for both financial and statistical purposes. Travel authorizations are printed, verified, coded and input. Medevac billings for 3rd party revenue collection are calculated and appropriate documentation must be forwarded. Errors or failures could result in \$125 - \$15,000 in lost revenues per patient referral.

This position acts a liaison and advisor to health professionals and less experienced medical travel clerks outside of Yellowknife who authorize medical travel on behalf of Stanton on a daily basis.

The incumbent may authorize commitment of expenditures up to \$2,000 without prior approval.

## **RESPONSIBILITIES**

- 1. The incumbent initiates the medical travel documents, dispatches and is responsible for the tracking and recording of all emergency medical evacuations from various communities in the Northwest Territories and Nunavut arriving in Yellowknife or for those departing for points south. Receive and verify patient information from health professionals and record the time and particulars for each step in the process by creating the Patient Medical Travel Form which includes:**
  - The patient's personal information (i.e. full name, date of birth, home address, health care number, next of kin, employer information & language spoken)
  - The patient's medical information (i.e. diagnosis, special needs & ground transportation requirements)
  - The escort's name if required & reason why the health professional is sending an escort
  - Name & location of caller, referring & accepting physician, accepting facility.

- Contact medical/medevac personnel on-call and relay the patient information
- Contact air carrier and record which aircraft is being dispatched, patient & escort names, and destination
- Contact the ambulance service providers to advise them of the patient pickup and drop off times and locations if an ambulance is required
- Contact the applicable interpreter and fax the Patient Medical Travel Form to the Language Services office at Stanton Hospital
- Determine medical travel benefits according to the GNWT Medical Travel Policy and numerous related policies, directives and acts
- Plan, coordinate and arrange patient and/or escort travel with taxi contractors, hospitals, health centres, boarding homes and other medical travel related units
- Complete and authorize medical travel authorizations and prepare authorizations for data entry noting benefits codes
- Maintain records of patient and/or escort travel for reference and/or audit
- Maintains patient confidentiality in accordance with policy

**2. Initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of Yellowknife and catchments area.**

- Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts to patients, family members and other interested parties
- Create the Case Report in the Health Management Information System (HMIS) with all of the patient and escort information to print an authorization for the Travel Agency to book the traveler(s) on scheduled flights
- Plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, boarding homes and other medical travel related units
- Maintain records of patient and/or escort travel for reference and/or audit
- Maintains patient confidentiality in accordance with policy

**3. The incumbent receives and processes all notices for patients and escorts arriving in Yellowknife and ensures all ground transportation and accommodation arrangements are made prior to their arrival. They coordinate any travel required beyond Yellowknife and arrange for all traveler(s) to return to their home community.**

- Receive and verify patient information
- Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts
- Advise Language Services as required
- Based on entitled benefits, plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, boarding homes and other medical travel units
- Complete and authorize medical travel warrants or authorizations for data entry

- Maintain records of patient and/or escort travel for reference and/or audit
- Maintains patient confidentiality in accordance with policy

**4. The Medical Travel Officer is responsible for the timely processing of all traveler(s) and vendor travel documents for both financial and statistical purposes.**

- Travel warrants, case reports or authorizations must be completed, verified, coded, authorized and input into the HMIS system
- Must canvas their designated communities weekly to ensure that travel warrants are received and must then process the incoming documents within a 7-day period as contractually agreed upon with vendors - failure to comply results in penalty fees levied by the vendors (volume is approx. 800 per month)
- Accuracy is important as financial and statistical information is derived from the processing of source documents
- Must actively seek out employer information pertaining to medical travel clients and/or family and investigate medical travel benefits offered by employers and collect, update and maintain information for revenue collection purposes - failure results in lost revenues
- Participates in investigations and ministerial inquiries by retrieving and preparing background documents and information
- Medevac back-up documents must be prepared, billings for 3rd party revenue collection are calculated, invoices are created and data is reconciled - errors or omissions result in lost revenues and confusion and relationship damage to payers and vendors
- Maintain records of patient and/or escort travel for reference and/or audit
- Maintain database of all medevacs
- Codes/completes incoming invoices/back-up as required

**5. This position acts as a liaison and advisor to health professional and less experienced medical travel clerks outside of Yellowknife who authorize medical travel on behalf of Stanton on a daily basis.**

- Must work collaboratively with medical travel clerks in other communities as Stanton is the hub for medical travel for all communities in the NWT and is often the sole resource for medical travel related decisions
- Provides advise to health professionals in communities outside of Yellowknife regarding the entitlements under the GNWT Medical Travel Policy or specific procedures currently in place
- Acts as advisor to less and inexperienced clerks regarding procedures and policy on a day-to-day basis
- Fields phone calls and faxes regarding medical travel interpretation of benefits for casual clerks and NICs filling in for sick and vacationing employees as required

**6. Perform other duties as assigned**

- Review information on the medical travel warrants and referrals received by various other medical travel coordinators and correct errors and follow up on missing data

- Process completed medical travel warrants and provide authorization to Financial Services for payment
- Complete and enter data from source documents to the HMIS medical travel computerized system
- Maintain files and records on entries
- Verify and data enter information to prepare invoices for payment
- Provide information to the general public and interested parties regarding the medical travel entitlements under the GNWT Medical Travel Policy and numerous related policies, directives and acts
- Assist health professionals with the interpretation and clarification of the Medical Travel Policy, airline policies, and related referral and travel information.
- Assist patients with medical travel eligible reimbursement claims for boarding and travel costs incurred privately
- Maintains monthly statistics of referrals and boarding home usage
- Act as a liaison between the boarding homes and the client's home community or region
- Perform general office duties, i.e.; file maintenance and archiving, responses to general correspondence, drafts and maintains pamphlets for distribution regarding benefits photocopying, faxing, etc.
- Participates in meetings, committees, etc. as required.
- Makes recommendations to Manager to improve procedures, services, etc.
- Refers clients to other agencies and departments, as required

## **WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

### **Physical Demands**

Incumbents spend 90% of their time making medical travel arrangements by telephone or in person and therefore are at risk for neck and shoulder pain associated with that function.

### **Environmental Conditions**

Incumbents work in a crowded and busy office work environment. Because they often deal with sick patients directly, there is some exposure to illness.

### **Sensory Demands**

Incumbents need to multi-task and constantly prioritize. They often need to "tune out" conversations that are taking place across from them to accomplish tasks required.

### **Mental Demands**

Work is mentally stressful because of its complexity and the need to communicate effectively and quickly with the public and health professionals who may be anxious in emergency

situations. Upon occasion, incumbents receive verbal abuse (and on rare occasions are at risk for physical abuse) therefore patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- The responsibilities of this position require knowledge of the NWT Health & Social Services system, Canada Health Act, NWT geography and cultures, and knowledge of the transportation industry, particularly in northern air travel.
- Knowledge of medical terminology and air transportation terminology is required. This is normally acquired through graduation from Grade 12, post-secondary education in healthcare or travel related fields.
- Responsibilities require 2-3 years of related work experience either in the travel or health care industry as well as direct experience dealing with the public.
- Patience, tact, and sound judgment are required.
- Must have good written and verbal communication skills.
- Must have excellent telephone communication skills and interpersonal skills, organization and time management skills, good decision making abilities and sound computer skills.

### **Typically, the above qualifications would be attained by:**

The completion of grade 12 and 2-3 year experience working directly with the public in Healthcare or travel industry.

### **ADDITIONAL REQUIREMENTS**

#### **Stanton Regional Requirements**

Knowledge of non-violent crisis intervention techniques is an asset.

#### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

#### **French language (check one)**

- French required
- French preferred
- French not required